Amendments to the Specification

Please amend the specification as follows:

On page 1, line 3, please amend the title as follows: ~~A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN~~ OPERATIONS ARCHITECTURE TO IMPLEMENT A LOCAL SERVICE ACTIVATION MANAGEMENT SYSTEM

The paragraph beginning at line 22 of page 3 has been amended as follows:

--Another embodiment of the system in accordance with the principles of the invention may include alternate or optional additional aspects. One such aspect is that the managing hardware includes management servers, management controllers, management consoles, probes, and sniffers. Further, the support infrastructure includes start-up tools, shut-down ~~tolls~~tools, and recovery tools.--

The paragraph beginning at line 9 of page 49 has been amended as follows:

--As shown in Fig. **13**, the LSAM technical architecture includes components such as a LSAM system interface 1310, a transaction processor 1320, an LSP system interface 1330, an operations and management ~~infrastruction~~infrastructure 1340, on-line services 1350, and data services 1360. Each of these components is integrated into layered technical platform local ordering, pre-ordering and trouble business functions.--

The paragraph beginning at line 4 of page 50 has been amended as follows:

--In this embodiment the NSP message adapters 1510 interface the rest of QConnect to the LSAM system interface. A standard message adapter 1530, such as a QC-Tuxedo message adapter, is configured to receive, authenticate, translate, and validate messages from NSP mainline systems. It can be built using a QConnect message adapter framework. It is multi-threaded, allowing for high performance, bi-directional transfer with NSP's systems. The configuration of the translation and validations is done via third-party software such as QConnect Studio. ~~It's~~Its primary function is to translate between the NSP specific information formats and the abstracted information format utilized within QConnect.--

The paragraph beginning at line 8 of page 58 has been amended as follows:

--Preferably, the managing hardware includes management servers, management controllers, management consoles, probes, and sniffers. Also preferably, the support infrastructure includes start-up tools, shut-down ~~tolls~~tools, and recovery tools. Optionally, the integration platform may include common standards, common interfaces, common message formats, and common file logging forms. Application management tools may also be provided.--

Please add the following new paragraph after the title ending on line 5 of page 1:

--RELATED APPLICATIONS

This application is related to U.S. Patent Application No. 09/451,372, U.S. Patent Application No. 09/451,267, U.S. Patent Application No. 09/452,067, and U.S. Patent Application No. 09/451,825.--